

ARRIVAL IN HAWAII



General Information

The five major airports within the State of Hawaii are listed in this guide. Other private or remote airports provide interisland flights however, the level of facility and aircraft access varies. For more information, contact the Disability and Communication Access Board office in Honolulu at 1(808) 586-8121 (V/TTY) or e-mail: accesshi@aloha.net, or visit the State Department of Transportation, Airports Division's web site at <http://www.state.hi.us/dot/airports/index.htm>.

Telecommunications Relay Services (TRS) are available at airports statewide. If you are in Hawaii, dial 711 for local TRS services. Public pay phones that are lowered and have volume controls are located in each airport.

Mobility assistants (porters) are provided by the airline with which you are traveling. You may request wheelchair service (porter assistance) at curbside departure points or request wheelchair assistance when boarding or exiting the aircraft.

Luggage carts (Smart Carts) are available for rent at each airport to assist people with their baggage.

All visitors must display a valid state or international disability parking permit to utilize designated parking spaces for persons with disabilities. The State of Hawaii recognizes valid out-of-state parking placards for persons with disabilities as long as the placard is visible in the vehicle. The placard shall be hung from the rearview mirror and remain visible while the vehicle is parked. (See Transportation, Tours, and Parking Privileges for more information.)

Guide, signal and service dogs may be eligible for modified quarantine requirements from the State of Hawaii if specific conditions are met. For more information, please call or write to the Animal Quarantine Station, 99-951 Halawa Valley Street, Aiea, Hawaii 96701-3246. Telephone 1(808) 483-7171. You must make pre-planned travel arrangements for your assistance animal prior to your arrival in Hawaii.

Information Alert for Hawaii Travelers with Disabilities

Travelers with disabilities flying to Hawaii (or interisland) are advised of some current changes implemented at interisland airports and commuter terminals.

- The commuter terminal at the Maui Airport has closed its parking area indefinitely due to security concerns. All parking spaces, including parking

reserved for persons with disabilities within that lot, have been closed. All parking has been redirected to the main parking area fronting the Maui Airport. There is an accessible loading space still available at the commuter terminal for the active loading and unloading of persons with disabilities.

- All passengers traveling to and from the neighbor islands need to check-in with the air carrier prior to entering the security line. Coupon ticket holders will not be able to pass security without a boarding pass attached to the coupon at the air carrier check-in area. You are no longer able to check-in at the gate with a coupon.

Due to heightened security, information changes frequently. When visiting Hawaii, check with specific airports for more detailed disability-related information prior to arrival. The State Department of Transportation provides general travel information. Visit <http://www.state.hi.us/dot/airports/index.htm> for more specific information about airports.

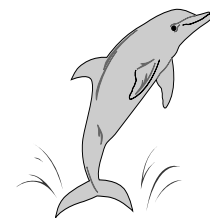


HONOLULU INTERNATIONAL AIRPORT (OAHU)

General visitor information about the Honolulu International Airport (HIA) facilities and services is available by calling 1(808) 836-6413 (V/T). Public TTY pay phones are identified with the international TTY symbol, and are located at various sites throughout the airport.

Visit <http://www.state.hi.us/dot/airports/oahu/hnl/index.htm>, the HIA web site for specific information.

KAHULUI AIRPORT (MAUI)



General visitor information is available at the Visitor Information Program booths from 6:30 a.m. to 10:00 p.m., or by calling 1(808) 872-3893. A portable TTY is available at the Visitor Information Booth and can be used at the counter.

Visit http://www.state.hi.us/dot/airports/maui/ogg/ogg_ada.htm for more specific disability-related information about the Kahului Airport.

LIHUE AIRPORT (KAUAI)



Visitor Program Information booths are located just inside the security checkpoint and outside each baggage claim area. Clerks are available to assist visitors from 5:30 a.m. to 9:00 p.m. To contact the Visitor Information Program booth, call 1(808) 246-1448.

Visit http://www.state.hi.us/dot/airports/kauai/lih/lih_ada.htm for more specific disability-related information about the Lihue Airport.

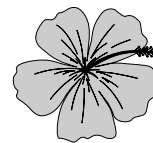
HILO INTERNATIONAL AIRPORT (BIG ISLAND)



A Visitors Information Program booth is located directly in front of the exiting escalator and stairs where arriving passengers descend. A TTY pay phone is located at the bottom of the escalator behind the Visitor Information Booth. An information clerk is available to answer questions between 6:00 a.m. and 8:00 p.m. at 1(808) 934-5838.

Visit http://www.state.hi.us/dot/airports/hawaii/ito/ito_pax_services.htm for more specific disability-related information about the Hilo International Airport.

KONA INTERNATIONAL AIRPORT (BIG ISLAND)



A Visitor Information Program booth is located near baggage claim A. There is no portable TTY available at that booth. The information clerk can be reached at 1(808) 329-3423. The booth is staffed between 5:30 a.m. and 9:00 p.m.

Visit http://www.state.hi.us/dot/airports/hawaii/koa/koa_pax_services.htm for more specific disability-related information about the Kona International Airport.